

March 16, 2020



To All Parma Residents:

As a precautionary measure for the public and our staff during this pandemic, we are asking residents to call ahead or email before coming to a city building. We might be able to answer your questions over the phone or by email. At the bottom is a list of department phone numbers and emails. Another option is to correspond with us via mail. Include the department name and City Hall's main address: **City of Parma, 6611 Ridge Road, Parma, Ohio 44129.**

- **The Tax Department** will not prepare Parma city taxes in person. Instead, residents are being asked to mail their city tax returns to the **Tax Department, City of Parma, 6611 Ridge Road, Parma, Ohio 44129.** The resident should include the W-2, along with other information needed to prepare only the resident's city taxes. The Tax Department will mail tax returns back to residents and let them know what further action, if any, is needed.

The Tax Department is also encouraging residents to prepare city taxes using its new [E-Filing, Tax Connect Online](#). Or, they can access Tax Connect Online on the [Tax Department's website page](#). A resident must know his or her active city tax account number to use the system.

Lastly, residents can drop off tax documents to City Hall, but the department will only be collecting them at this time, and, as stated earlier, not preparing them in person.

- **The Recreation Department** wants residents to use [online registration](#) for the summer baseball and softball season. There is no longer in-person registration during this period of social distancing.

Spring Soccer Divisions 5, 6, and 7 have been **cancelled**. Refunds will be provided to families as soon as reasonably possible.

As conditions allow, all soccer events, practices and games for Tikes N Spikes and Divisions 1-4 are **postponed** until late summer/early fall.

- **The Vital Statistics Department** is asking residents to request birth certificates by phone. Call Vital Statistics at 440-885-8816. Phone requests will be paid via credit card (Visa, Mastercard or Discover). A resident can also download the [application](#) and then email it to vitalstats@cityofparma-oh.gov with his or her preferred phone number in the email. Or, the application can be mailed to **Vital Statistics, City of Parma, 6611 Ridge Road, Parma, Ohio 44129.** Visit the [Auditor Department's website page](#) for details.

If you must go to a city building, please postpone your trip if you are showing signs of an illness or have knowingly been exposed to someone who is ill.

Likewise, the city has advised all employees to stay home if they are showing signs of an illness. Please rest assured that the city's cleaning staff is thoroughly cleaning commonly used surfaces daily. Residents should check the city's [website](#), [Facebook](#) and [Twitter](#) for the latest updates about the city's response to COVID-19. Thank you for helping us all practice social distancing.

Most City Building Hours: Monday through Friday, 8:30 a.m. to 4:30 p.m.

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| Auditing Department: | 440-885-8022, auditing@cityofparma-oh.gov |
| Vital Statistics: | 440-885-8816, vitalstats@cityofparm-oh.gov (8:30 a.m. to 4 p.m.) |
| Building Department: | 440-885-8030, building@cityofparma-oh.gov |
| Law Department: | 440-885-8132, law@cityofparma-oh.gov |
| Public Housing: | 216-661-2015, info@parmahousing.org |
| Recreation Department: | 440-885-8144, recreationdepartment@cityogparma-oh.gov |
| Safety Department: | 440-885-8174, safetydepartment@cityofparma-oh.gov |
| Service Department: | 440-885-8184, service@cityofparma-oh.gov |
| Service Garage: | 440-885-8980, service@cityofparma-oh.gov |
| Tax Department: | 440-885-8045, taxoffice@cityofparma-oh.gov |
| Vital Statistics: | 440-885-8816, vitalstats@cityofparm-oh.gov Complete online directory |